



MAZDA DEALER EMAIL

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February 3, 2016

Attention: Mazda Dealership General Managers, Sales and Service Managers

Subject: Recall 9216B – 2014-2016 CX-5 Fuel Filler Pipe

We recently notified you of Recall 9216B for 2014-2016 CX-5 fuel filler pipe.

Repair information is now available on the Mazda Service Support System (MS3) website and on eMDCS via MXConnect.

To prevent stress on the pipe in a rear collision, a bolt securing the fuel filler pipe bracket will be removed, and a protective film and undercoating spray applied over the hole in the vehicle body. An initial supply of protective film with a copy of repair instructions is being shipped to all dealers this week. A can of undercoating aerosol spray is being shipped separately (which will repair approximately 50 vehicles).

Note: Until these supplies are available through Mazda Parts, please follow the ordering process described in the FAQs, for immediate needs only. Additional parts will be available through Excelda shortly.

Please check MS3 and eMDCS frequently for updates to this information.

Your understanding and support in carrying out this safety recall are greatly appreciated.

Mazda Technical Services Dept.

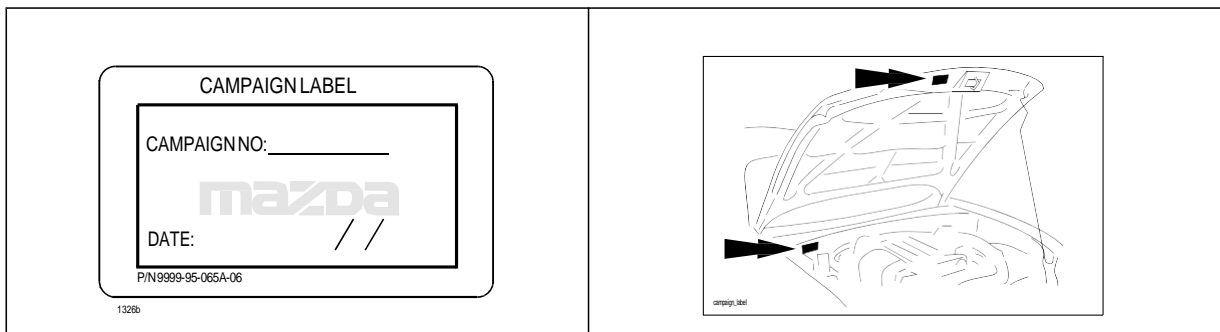
This procedure applies to vehicles built on or after October 2, 2013.

NOTE: This procedure does NOT apply to vehicles built from June 27, 2013 through October 1, 2013. The different repair procedure is under preparation for the vehicles produced during this period.

A. VEHICLE INSPECTION PROCEDURE

1. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Labels **Recall 9216B** attached to the vehicle’s hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Be sure to verify Recall number as the vehicle may have multiple Recall labels.



eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 9216B OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to "B. REPAIR PROCEDURE".
RECALL 9216B CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to "C. CAMPAIGN LABEL INSTALLATION".
RECALL 9216B is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. REPAIR PROCEDURE

NOTE:

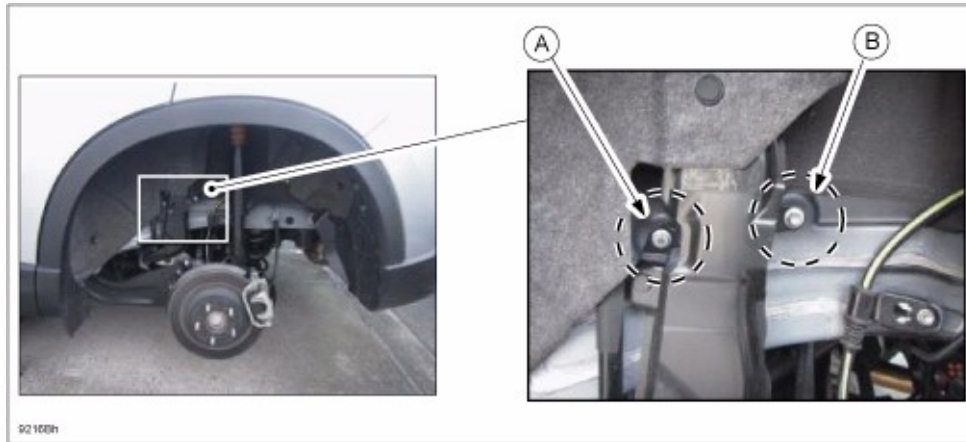
- One (1) can of VALUGARD undercoating and one (1) sheet of pre-cut tape was shipped to each Mazda dealer prior to the recall.
- One (1) can of VALUGARD undercoating will repair approx. 50 vehicles.
- Use these products to repair all applicable vehicles.



2. Secure / lift the vehicle on a hoist.
3. Remove the left rear wheel (fuel pipe side).

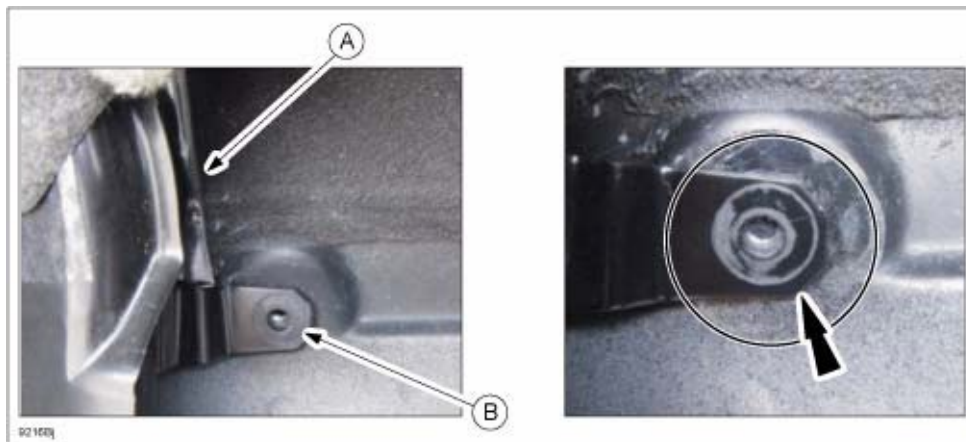


4. Remove the fuel pipe bracket nut (A) and bolt (B).

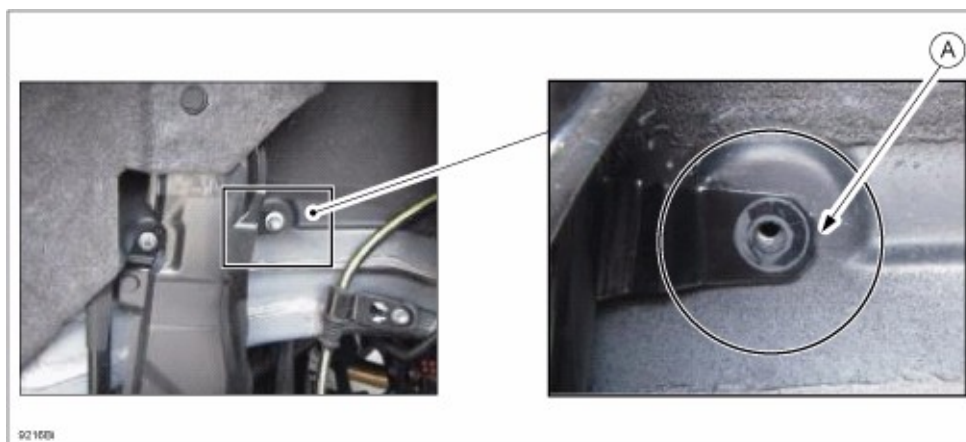


5. Using a screwdriver (A), create a gap between the bracket (B) and the vehicle body.

- NOTE:**
- To prevent scratching, apply masking tape to the screwdriver.
 - To prevent deforming bracket, the gap should be 2 mm or less.



6. Clean and degrease the bracket (A) and the vehicle body using Mazda Genuine Parts Cleaner (0000-77-620E-03) or equivalent cleaner.



7. Adhere the 3.5 cm (1-4") piece of tape in between the bracket and the vehicle body (A) after the parts cleaner is dried.

CAUTION: DO NOT wrinkle or crease the tape when attaching it to the body.



8. Spray the area (A) with a coat of VALUGARD undercoating.

NOTE: Be careful NOT to spray around the suspension and ABS harness by covering brake assy.

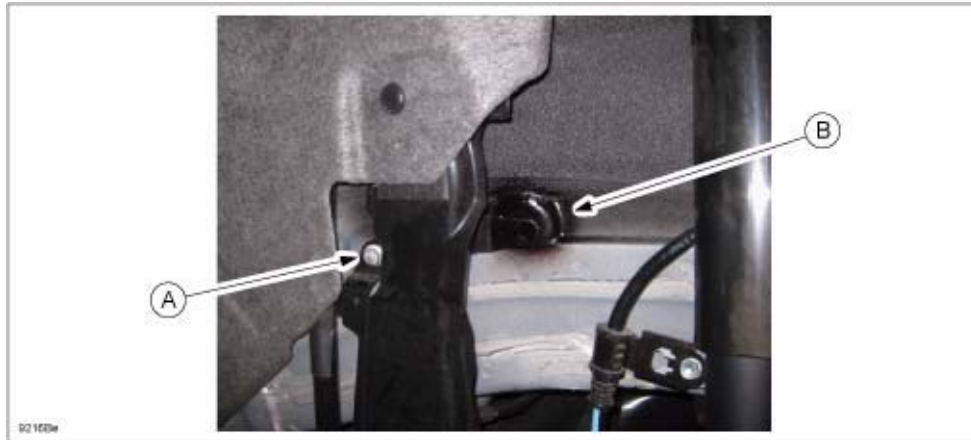


9. Reinstall the nut (A) onto the bracket. Then, verify the tightening torque as shown below.

NOTE: • DO NOT reinstall the bolt (B).

- Tightening torque of nut (A) is very important as the bolt (B) is removed. Make sure that the nut (A) is tightened to the appropriate torque.

Tightening torque: 8.8 -12.7 Nm



10. Reinstall the left rear wheel. Then, verify the tightening torque as shown below.

Tightening torque: 108 - 147 Nm

C. CAMPAIGN LABEL INSTALLATION

- 1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "9216B", your dealer code, today's date.

CAMPAIGN LABEL

CAMPAIGN NO: _____

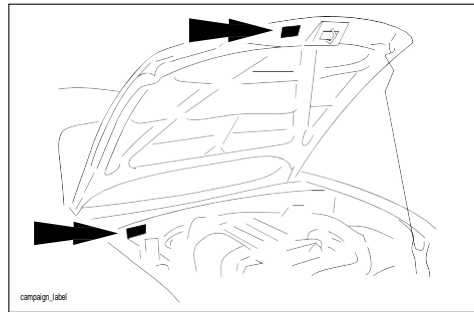
DEALER CODE: _____

DATE: // /

P/N 9999-95-065A-06

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- 2. Affix it to the hood or bulkhead as shown:



- 3. Return the vehicle to customer.

WARRANTY INFORMATION

	Repair fuel filler pipe
Process Number	AF062B
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	7777-SP-K70 & 0 pcs
Related Part Number & Quantity	0000-VG-3M1 & 1 pc
Labor Operation Number	XXM2DXRX
Labor Hours	0.4 hrs.

Note: The cost of the undercoating spray was included in this labor operation code.

RENTAL CAR INFORMATION

Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. Please make every effort to utilize alternative transportation solutions in place of rental use. Rental is covered if customer has no alternative means of transportation.

Rental Car Warranty Claim Information

Please submit rentals on a separate claim problem number as follows:

	Rental Agency Vehicle	Dealer Loaner Car Fleet Vehicle
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	5555-92-16BR	5555-92-16BL
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM024XRX	MM024XRX
Labor Hours	0.0	0.0
Sublet – Rental Car		
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order	
Sublet Type Code	Enter “Z9” (other)	
Sublet Amount	Up to \$30.00 per day for the number of days customer had rental car	
Sublet Text	Number of days rental car was supplied to customer	

Rental expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

Safety Recall 9216B – CX-5 Fuel Filler Pipe
Updated February 2, 2016
These FAQs will be updated as recall conditions change.

FREQUENTLY ASKED QUESTIONS (FAQs) - These FAQs are intended to help MNAO field managers and hotline staffs answer customer and dealer questions about Safety Recall 9216B.

CUSTOMER QUESTIONS

Q1. What is the issue?

A. On 2014-2016 CX-5 vehicles, the fuel filler pipe could rupture during a rear collision, and could potentially cause fuel leakage.

Q2. How many vehicles are affected?

A. Approximately 264,463 US vehicles are involved.

Q3. Have you had any accidents or injuries reported as a result of this condition?

A. No, this campaign is being conducted due to results from a recent crash test.

Q4. How long with the repair take?

A. The repair will take about 30 minutes to complete.

Q5. I am afraid to drive my vehicle.

A. If you are afraid to drive your vehicle and the repair supplies are not yet available at your Mazda dealer, a free rental vehicle will be provided.

Q6. How do I know if my vehicle is involved in this recall?

A. You can go to MazdaUSA.com, click on Owners, then Recalls, and enter your VIN to view the campaigns that apply to your vehicle.

<http://www.mazdausa.com/MusaWeb/displayRecallOwners.action>

Also you can go to safercar.gov and use their VIN lookup tool: <https://vinrcl.safercar.gov/vin/>

The lookup results will indicate whether the repair is available for your vehicle.

Safety Recall 9216B – CX-5 Fuel Filler Pipe
Updated February 2, 2016
These FAQs will be updated as recall conditions change.

FOR DEALERS ONLY

Q1. What is the issue?

- A. On 2014-2016 (including 2016.5 model year) CX-5 vehicles, the fuel filler pipe could rupture during a rear collision, and could potentially cause fuel leakage.

Q2. How many vehicles are affected?

- A. Approximately 264,463 US vehicles are involved.

Q3. Have you had any accidents or injuries reported as a result of this condition?

- A. No, this campaign is being conducted due to results from a recent crash test.

Q4. How can a customer find out if their vehicle has an open recall?

- A. Customers can go to Mazdausa.com > Owners > Recalls to check for an open recall by entering their VIN. Also they can go to Safercar.gov and use their VIN lookup tool: <https://vinrcl.safercar.gov/vin/>

The lookup results will indicate whether the repair is available for the VIN entered.

Q5. When will owners be notified?

- A. Owners of subject vehicles will be notified by first class US mail in mid-February.

Q6. What is the repair?

- A. To prevent stress on the pipe in a rear collision, a bolt securing the fuel filler pipe bracket will be removed, and a protective film and undercoating spray applied over the hole in the vehicle body.

An initial supply of protective film with a copy of repair instructions is being shipped to all dealers this week. The undercoating aerosol spray is being shipped separately.

Until these supplies are available through Mazda Parts, follow the process below if additional supplies are needed:

- Protective Film – Contact Technical Hot Line
- Undercoating Aerosol Spray – contact Automotive International, Inc. 800-543-7156 or 513-489-7883 8 a.m. to 5 p.m. EST Monday thru Friday

Please have your credit card ready when you call. If you place your order by phone, there will be shipping charges added. They will e-mail a copy of the credit card transaction to the e-mail address given to us at the time the order is placed. This will have the total charged to the credit card with the UPS Ground tracking number. This is an aerosol so all orders will be ground shipping only.

For online orders, go to www.valugard.net. There is a link for Mazda dealers. If you click on “Click Here” it will take you directly to the Aerosol Undercoat. If you order from the web site, your shipping charges will be included when you place the order. This is an aerosol so all orders will be ground shipping only.

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Q7. What should dealers do now, until the repair supplies become available?

- A. Do not allow test drives on affected vehicles in your inventory, and do not deliver any vehicle to customers, until the recall repair is completed.

If an owner of a subject vehicle is afraid to drive their vehicle before the repair is available, offer a free Mazda loaner or demo car.